

ORDER

1770.11C

MAIL MANAGEMENT STANDARDS AND PROCEDURES




December 30, 1987

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

FOREWORD

This order has been updated and revised to provide information on mailing procedures. It also incorporates previously issued notices. The objective is to provide the agency with an effective and timely system and keep costs to a minimum. To do this, FAA must keep processing steps to a necessary minimum; apply sound principles of work flow; use modern equipment, supplies, and devices; and keep operations generally as simple as possible.

Standards and procedures for mailing practices, special controls, mailroom operations and postage reimbursement procedures are given. Detailed standards for improved mail operations are given in GSA Bulletin FPMR B-22 and in the GSA Handbook, *Managing the Mail*. Advice and assistance are available through mail improvement coordinators in Washington headquarters, regional headquarters, and centers.



Michael D. Sherwin
Director of Management Systems

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CHAPTER 1. GENERAL

1-1 PURPOSE

This order prescribes responsibilities, standards, and procedures for mail to provide rapid and accurate mail handling at minimum cost.

1-2 DISTRIBUTION

This order is distributed to division level in Washington, regions, and centers with limited distribution to all field offices and facilities.

1-3 CANCELLATION

Order 1770.11B, Mail Management Standards and Procedures, is canceled.

1-4 EXPLANATION OF CHANGES

This revision updates and implements U.S. Postal Service regulations on contractor mailing, minimum and maximum size standards, and Business Reply Mail. It also implements previously issued instructions on Express Mail and third-class bulk mail. The contract carrier, presently DHL, shall be used in lieu of USPS Express Mail and the Express Mail permit (070) has been withdrawn. All large volume mailings shall go third-class bulk mail unless justified.

1-5 DEFINITION

Mail consists of letters, memorandums, post cards, documents, packages, publications, telecommunications, and other communications received for distribution or dispatch.

1-6 FORMS AND REPORTS

Three forms and two reports are used for the mail surveys. Paragraphs 6-3 and 6-4 outlines the use of the forms and the submission of the report.

a. Forms.

(1) FAA Form 1770-1, Mail Volume and Cost Report, submitted by regions and centers to the Office of Management Systems showing region and center totals.

(2) FAA Form 1770-11, Mail Volume Survey, used by field facilities as a feeder report.

(3) FAA Form 1770-12, Mail Volume Report Recap Sheet, used by regional headquarters as a worksheet.

(4) FAA Form 1770-16, Supplemental Mail Count, used by field facilities as a feeder report.

(5) FAA Form 1770-17, Supplemental Mail Count, submitted by regions and centers to the Office of Management Systems showing region and center totals.

b. Reports.

(1) Mail Volume and Cost Report (RIS: MS 1770-2). Paragraph 6-3 covers the submission of this report.

(2) Supplemental Mail Count (RIS: MS 1770-3). Paragraph 6-4 covers the submission of this report.

1-7 RESPONSIBILITIES

a. The Office of Management Systems is responsible for the FAA mail management program. The Director will budget for reimbursement to the U.S. Postal Service for official mailings, collect data and notify USPS of the annual amount determined for reimbursement, and designate the FAA Liaison Representative to USPS.

b. Regions and centers (within their areas of operations) are responsible for:

(1) Establishing an appropriate program for managing mail.

(2) Establishing and implementing standards and procedures for the receipt, delivery, collection, and dispatch of mail.

(3) Implementing the mail management standards set forth in GSA Bulletin FPMR B-22, *U.S. Government Mail Preparation*, and in the GSA Records Management Handbook, *Managing the Mail*.

(4) Publishing standards, guides, and instructions for servicing groups and for users of mail and messenger services

(5) Delivering mail to the action office within shortest practical time after receipt. (The objective should be delivery within 2 to 4 hours.)

(6) Making maximum and proper use of the U.S. Postal Service and its facilities.

(7) Providing central control with established schedules for the messenger services.

1-8 GOVERNMENT STANDARDS

The Office of Management Systems (AMS-410) will provide any of the following standards that are not distributed via the automatic distribution systems.

a. *U.S. Postal Manual (Instructions to Mailers)* gives detailed regulations appropriate for use by headquarters,

regional or center mailrooms and general regulations applicable to all mail operations.

b. GSA Federal Property Management Regulations (101-11.304) gives broad program management guidance.

c. GSA Handbook, *Managing the Mail*, National Stock Number 7610-00-781-8021, gives detailed standards for improved mail operations.

d. GSA and Post Office Department Booklet, *Prepare with Care*, is a guide to improve mail preparation in Government agencies.

e. GSA Bulletin FPMR B-22 of December 12, 1969 transmits U.S. Government mail.

CHAPTER 2. MAILING PRACTICES

2-1 POSTAGE AND FEES PAID MAIL

By use of the clause *Postage and Fees Paid, Federal Aviation Administration*, official FAA mail is dispatched through the U.S. Postal Service without prepayment of postage. Envelopes bearing this clause may not be used for personal mail. Mail matters such as retirement announcements, Christmas cards, job resumes (SF-171), and all similar materials which do not relate exclusively to the business of the Government may not be sent as penalty or postage and fees paid mail. Business Reply envelopes, cards, and labels may be enclosed to private individuals and firms from whom official information is desired, except where the information to be furnished is primarily in the interest of the respondents. Postage paid items may not be furnished to bidders or contractors, or to private persons or firms, to submit reports or other information which they are required by law to submit.

2-2 DATING MAIL

Date mail by stamp after signature. Do not date mail when it is prepared unless it will be signed on the date shown.

2-3 ADDRESSING ENVELOPES

a. The minimum adequate address on non-messenger envelopes includes the name of the action group plus its routing symbol, the agency name, and the location and zip code. For example:

Paperwork Management Branch, AMS-410
Office of Management Systems
Federal Aviation Administration
800 Independence Avenue, S.W.
Washington, DC 20591

b. Include additional data such as titles, names, and attention lines only when essential for prompt, correct handling. Follow the simple rules give in the GSA/Postal Service booklet, *Prepare with Care*.

2-4 ZIP CODES

Zip Codes shall be used in all addresses. Where practical, outgoing mail from mailing lists will be sorted by zip code sequence. (For special handling of third class, bulk rate mail see the *U.S. Postal Manual*.) Zip code information is contained in the *National Zip Code Directory*. It contains zip codes for every mailing address in the country.

2-5 PROMPT OFFICE RELEASE

Do not batch mail for release only once or twice a day. Originators should release outgoing mail in phase with scheduled messenger pick-up. Keep mail moving to match messenger and post office pick-ups, and reduce peak loads in the mailroom and post office.

2-6 USE OF ENVELOPES

Avoid using unnecessarily large envelopes. They travel slowly in the mail because they are awkward to sort and handle. Letters of one or a few sheets should be folded and mailed in letter-size envelopes. Use large flat envelopes only for multiple enclosures, thick pamphlets, books, and other bulky material. Avoid using oversized envelopes for heavy pieces of printed matter since the contents and envelopes frequently become damaged by shifting during handling.

2-7 LARGE ENVELOPES AND PACKETS

Keep in mind that large Kraft envelopes, large padded envelopes, and packets traveling outside FAA direct pouches are often treated as junk mail by postal employees, and may take from one to two weeks for delivery.

2-8 WINDOW ENVELOPES

Use window envelopes when practical to save separate addressing of envelopes with resultant delay, expense, and errors.

2-9 MESSENGER ENVELOPES

S.F. 65-A, 65-B, messenger envelopes, should be used on internal routes for bulky material and material that requires protection. They should also be used for pouch mail within the agency. Generally, only the routing symbol of the addressee is needed on the envelope.

2-10 SELF-MAILERS

Self-mailers includes any mail piece (except parcels) which does not have an outer cover, wrapping or envelope in addition to the paper or material on which is placed the majority of the printing, drawing, writing, etc., being transmitted. A self-mailer can be a post card, a single sheet folded or unfolded, or a number of sheets, not necessarily of the same material.

a. Self-mailers will be allowed as first-class mail if they meet all requirements for envelopes or single cards including size, weight, construction, color, and complete sealing.

b. Self-mailers not meeting envelope or single card requirement shall be folded to letter size if possible, fastened by at least one gummed fastener on the long open edge, and mailed in conformance with rules for third-class bulk mailing. Items which cannot be folded to letter size without damage, such as multiple page forms, booklets, magazines, or small items not requiring envelopes, will be mailable flat and unsealed if they are third-class mail and are mailed in conformance with all rules specified in the Postal Manual.

2-11 POST CARDS

Single and double post cards must conform to the following specifications:

a. Single post cards.

(1) A light color that does not prevent legible addresses and postmarks from being placed thereon.

(2) Not larger than 4 1/4 by 6 inches, nor smaller than 3 1/2 by 5 inches and rectangular in shape.

(3) A uniform thickness of not less than 0.007 inches and not more than 0.0095 inches thick.

b. **Double Post Cards:** These post cards consist of two attached cards which is subject to the first-class postage rate for post cards, one of which may be detached by the receiver and returned. Each part of the double post card must meet the specifications of the single post card and also the following:

(1) Double cards must be folded before mailing. The first half must be detached before the reply half is mailed.

(2) The reply portion of the double card must be used for reply purposes only.

(3) Plain stickers, seals, or a single wire stitch may be used to fasten the edges, provided they are so fixed that the inner folds of the cards can be readily examined.

(4) Enclosures are prohibited.

2-12 MINIMUM SIZE MAIL

The U.S. Postal Service requires that all mail meet minimum size standards. All mail that does not meet these standards will be returned to sender. All mail, except keys and identification devices, that is 1/4 inch or less in thickness must be:

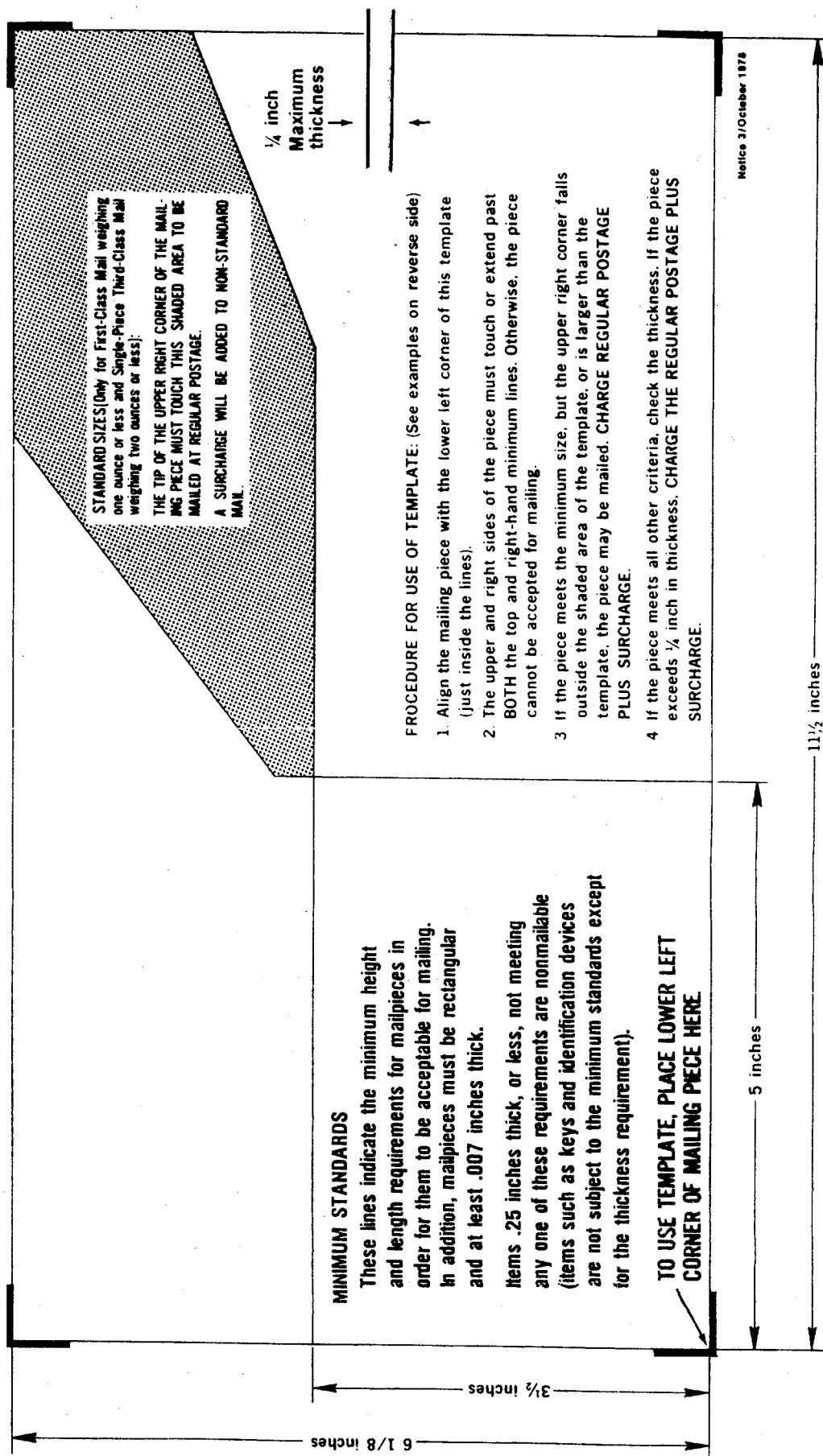
- a. At least 3 1/2 inches in height and
- b. At least 5 inches in length and
- c. At least .007 inches thick and
- d. Rectangular in shape.

2-13 NONSTANDARD SIZE MAIL

A ten-cent surcharge is imposed for nonstandard mail. This surcharge is on first-class mail weighing one ounce or less and single piece third-class mail weighing two ounces or less. Mail is considered nonstandard if it exceeds 6 1/8 inches in height, 11 1/2 inches in length, or 1/4 inch in thickness. Also subject to surcharge are odd-shaped pieces within the dimensions listed in this paragraph. A mailing piece is considered nonstandard if the upper right hand corner does not fall within the shaded area in the dimensional standards template in Figure 2-1, Letter-Size Mail Dimensional Standard Template.

FIGURE 2-1. LETTER-SIZE MAIL DIMENSIONAL STANDARDS TEMPLATE

LETTER-SIZE MAIL DIMENSIONAL STANDARDS TEMPLATE



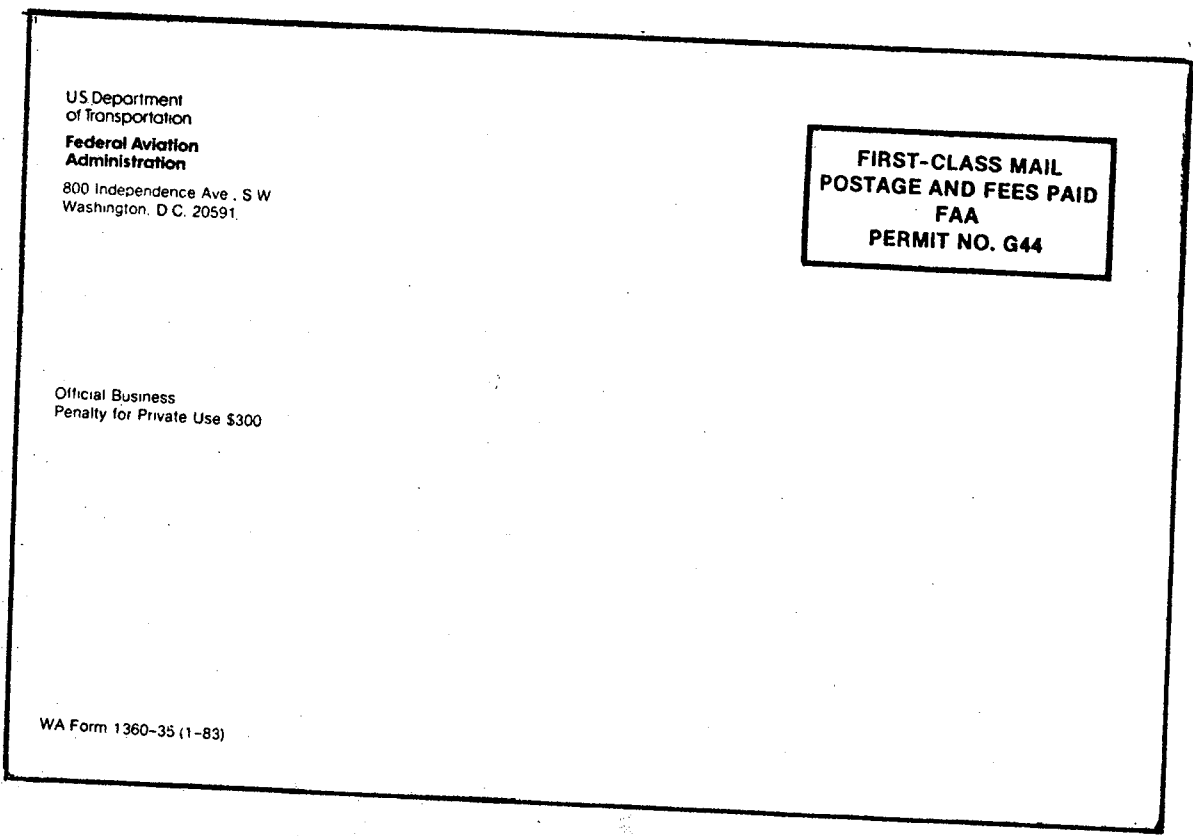
12/30/87

2-14 CONTRACTOR MAILINGS

If a private contractor makes a mailing for the FAA, a permit must be obtained for the contractor before such mailings will be accepted by the Postal Service. A permit

may be obtained the post office where the contractor will deliver the mail. A contractor may not use the "eagle " indicia. A special permit imprint as shown in Figure 2-2 is required.

(Figure 2-2. Contractor Permit Imprint)


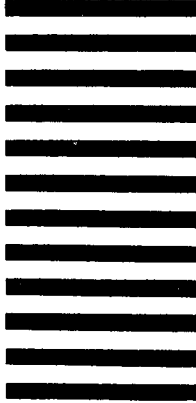


2-15 BUSINESS REPLY MAIL

It is mandatory to use Business Reply Mail when supplying cards, envelopes, or labels to a person or organization outside the Government and asking them to respond. There is a 7-cent surcharge on Business Reply Mail. Business Reply Mail should be used only when it is the to agency's benefit that we get a response. A permit can

be obtained at the post offices that will receive the mail. The address may be printed, typewritten, or handstamped on the mailpiece or a printed gummed label may be affixed in the address area. It must not be handwritten. Do not use Business Reply mail to originate correspondence. Figure 2-3, Business Reply Mail, shows the format for the design of Business Reply Mail.

(Figure 2-3. Business Reply Mail Card)

U.S. Department of Transportation Federal Aviation Administration		NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
800 Independence Ave., S.W. Washington, D.C. 20591	BUSINESS REPLY CARD FIRST CLASS PERMIT NO. 12438 WASHINGTON, D.C.	
Official Business Penalty for Private Use \$300	POSTAGE WILL BE PAID BY FEDERAL AVIATION ADMINISTRATION	
U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION Aviation Education Programs Division, AVP-300 800 Independence Avenue, SW Washington, D.C. 20591		

2-16 NEW TYPE MAILING PIECES

When any mailer plans to prepare large quantities of mailing pieces which are not of standard form or design, a sample should be submitted to your mail improvement coordinator.

2-17 INTEROFFICE MAIL

All routed material should be clearly marked for ready handling. When appropriate, interoffice items can be routed simply by placing the routing symbol in the upper right corner. Route interoffice mail in messenger envelopes when loose papers may go astray, or be separated or damaged.

2-18 WASHINGTON, REGION, AND CENTER MAIL

Routine Washington mail to regional headquarters and to centers should be forwarded in messenger envelopes addressed by routing symbols for transmittal in regional or center pouches. All field offices and facilities should put all mail going to their regional headquarters or to Washington headquarters into one envelope. The routing symbol should be on each individual piece. The outer envelope should be addressed to the attention of the mailroom.

2-19 INTERNATIONAL MAIL

The Government uses the following facilities for transmitting official mail to and from points outside the United States.

a. U.S. Postal Service and Foreign Postal Systems may be used for all types of mail except classified material. International mail is subject to international postal regulations. Specific information on this mail may be obtained through any United States Post Office and the *U.S. Postal Manual*.

b. U.S. Military Post Office facilities, commonly known as APO or FPO, may be used for unclassified mail whenever available.

c. Department of State facilities may be used on a limited basis. The medium is a courtesy extended to Government agencies by the Department of State to provide communications between points where military facilities are not available and where the international postal system is unreliable. The Department of State may suspend or deny pouch access to any person or office who abuses or misuses the privilege. Its use for classified correspondence is mandatory.

2-20 EXPRESS MAIL

The U.S. Postal Service Express Mail shall not be used to ship letter mail and small packages requiring overnight delivery. The General Services Administration (GSA) issued Federal Procurement Management Regulation (FPMR) A-23 on the mandatory use of contract carriers

for express small package transportation. DHL Airways, Inc., has been awarded the contract through FY-88. The use of the contract is mandatory. Any office that must use USPS Express Mail in lieu of the express small package contractor will have to be prepaid by the sending office. The Express Mail permit (070) has been withdrawn and may not be used by any office. Each region and center shall establish procedures to pay for Express Mail. Washington headquarters shall use the imprest fund to pay for Express Mail.

2-21 TRANSMITTAL MEMOS

Do not use transmittal memos when the reason for mailing an item is obvious.

2-22 ROUTE SLIPS AND MAIL CONTROL FORMS

Most mail need not be transmitted by a route slip. Use route slips and mail control only in exceptional cases where the item must be supplemented by additional forms and the extra work and delay are justified.

2-23 CONSOLIDATED MAILINGS

When volume warrants, non-priority items should be consolidated in one envelope. Mixed batches should contain separate envelopes with the routing symbol shown for separate addresses when this lessens rehandling. Mechanically pre-addressed envelopes should be used when practical. These have proven very useful for field office and facility mail dispatched by regional headquarters' mailrooms.

2-24 THIRD CLASS MAIL

Third class mail may be used at substantial savings when routine mail is involved.

a. Single piece rate. A low cost service for single pieces of printed matter weighing over 1 ounce and less than 16 ounces. The only requirement to use third-class single piece rate is that the mailing pieces be marked on the address side with the words: "third-class." The single piece rate is most economical when the weight is two ounces or more.

b. Bulk rate. Third-class bulk rate may be used at substantial savings when large volume, routine mail is involved. To qualify for the bulk third-class rate, the following conditions must be met:

- (1) A permit from USPS is required.
- (2) Presorted, in accordance with the *Domestic Mail Manual*, paragraphs 620 and 660.
- (3) Presented for mailing at a post office.
- (4) Quantity of not less than 50 pounds or not less than 200 pieces.
- (5) Maximum weight of each piece cannot be more than 16 ounces.

(6) All pieces in the mailing must be identical as to the size and weight.

(7) Identified by the words BULK RATE or the abbreviation BLK. RT., either printed or rubber stamped. All printed matter (bulk) mailings will go third class bulk or fourth class mail. If bulk mailings must go first class, it shall be justified, by the program office, on the printing request.

2-25 REGISTERED AND CERTIFIED MAIL

a. For registered and certified mail, show the routing symbol on the upper left corner of the envelope. When return receipts are requested, include the routing symbol as part of the return address typed on the receipt card. Do

not use non-absorbent tape, such as cellophane tape, to seal registered mail. Window envelopes are not permitted for registered mail.

b. Registered mail should be used only where required by regulation, or where the matter being mailed warrants a record covering transit as well as delivery. The registry service should not be used for the purpose of collecting indemnity in the event of loss or damage, but for the greater security of mail that needs this protection. In other instances where the mailing and delivery records are essential, certified mail should be used.

c. Table 2-1 contains a comparison of characteristics of registered and certified mail.

TABLE 2-1. REGISTERED and CERTIFIED MAIL

Registered Mail	Certified Mail
Must be securely sealed. Additional sealing devices may be used but not over intersections of sealing flaps on envelopes.	Must be sealed. No restriction on additional sealing devices.
Mailing receipt furnished sender by post office. For multiple transactions, sender prepares receipt using post office forms. Sender always furnished authenticated mailing receipt.	Mailing receipt prepared by sender. Sender may present mail and receipt for authentication (postmarking) of the mailing receipt. If postmarked receipt not needed, mail may be deposited in ordinary mail drops.
Complete mailing record kept at the post office.	No record kept at the post office.
Sender's return receipt service.(Optional)	Same.
Restricted delivery service to addressee only. (Optional)	Same.
Recorded in transit and separate from other mail. Receives additional security if warranted.	Not recorded in transit. Handling with ordinary first-class mail without separation.
Controlled at post office of address by individual charge-out to delivering employees.	Charged to carriers in bulk. Carriers identify mail by endorsement and then follow delivery rule governing registered mail.
Delivery receipt obtained from addressee or his representative; receipt retained at post office for two years.	Same.
Postal indemnity provided, subject to limitations of Government Losses in Shipment Act (5 U.S.C. 134, 134a-h) if value declared and fee for value paid. Postal indemnity not paid for articles mailed under <i>Postage and Fees Paid</i> reimbursement arrangement.	Service limited to matter having no intrinsic value. No indemnity provided.

2-26 SPECIAL MAILING NEEDS AND PROBLEMS

If you have special mailing requirements or problems, see your local mailroom supervisor, or your regional or center mail improvement coordinator.

CHAPTER 3. SPECIAL CONTROLS

3-1 MAIL CONTROLS

Keep controls on routine mail to a minimum. The need for all controls should be fully justified. Limit controls to security mail or mail important to the agency because of its source or content. Controls that extend to over 10 percent of the total mail received by a mailroom or activity should be suspected as unprofitable. In place of general controls, appropriate officials should publish time limits for answering general types of mail. When controls are used, they should be selective, applied only to special handling and priority items, and should be operated by only one control point.

3-2 SERIALIZING MAIL

Limit serial numbers on mail to classified material that must be controlled and numbered.

3-3 TIME STAMPING

Keep time stamping selective and only for documents requiring stamping for a useful purpose, e.g., bids, claims, contracts, and invoices, where the time of receipt or dispatch may have legal or monetary significance. Time stamping in mailrooms will be used only when required by instructions furnished by the director or official in charge of the activity.

3-4 ROUTING

Route directly to the action office. When necessary, routing may be shown on the face of mail. Routing slips and special routing stamps will be used only when essential.

3-5 PRE-CLASSIFICATION AND REFERENCE SEARCHES

Generally, do not classify incoming material with file symbols or delay it to pull related papers. Do not interrupt or delay the flow of the work to the action office.

3-6 FOLLOW-UP

Generally, limit follow-up to one point located in the action office.

3-7 SECURITY CONTROLS

The following general security requirements are established for mailroom facilities operated by FAA.

a. Mail room personnel must be screened in accordance with Order 1600.1C, Personnel Security Program.

b. Mail rooms shall be provided with GSA approved security containers for use in overnight, or emergency storage of *registered* and *certified* mail, and for storage of classified information when the mailroom functions as a Security Control Point (SCP).

c. Form SF-702, Security Container Check List, shall be utilized on all containers used for storage of registered/certified mail and/or as required by Order 1600.2B, National Security Information.

d. Combinations to security containers shall be changed on an annual basis, or upon compromise of the combination or departure of personnel who had knowledge of it.

e. Combinations need not be classified except when the mailroom functions as a SCP, but must be strictly controlled and safeguarded.

f. Security inspections of mailrooms shall be conducted on any annual basis by the appropriate Civil Aviation Security Division in the regions and the Aeronautical Center and the Civil Aviation Security Staff at the FAA Technical Center.

g. Doors to these facilities shall be equipped with the FAA locking system prescribed in Order 1600.6B, Protection of Agency Property. Strict key control shall be maintained by the mailroom supervisor.

h. All external doors to the mailroom shall be secured at the close of business to prevent unauthorized entry into the facility.

i. The Civil Aviation Security Divisions in the regions and at the Aeronautical Center and the Civil Aviation Security Staff at the FAA Technical Center shall be consulted if it is felt the need for additional security safeguards may be warranted.

CHAPTER 4. MAILROOM OPERATIONS

4-1 MAIL HANDLING STANDARDS

Detailed standards for mail processed through the U.S. postal system are contained in the *Postal Service Manual*, available in Washington, regional, and center mailrooms.

4-2 SCHEDULED MAIL SERVICE

All organizations operating central mailrooms dealing with the U.S. Postal Service will publish information to show:

- a. Post Office Schedule. All post office pick-up and delivery times during the week.
- b. Messenger Schedule. Pick-up and delivery times for all messenger routes, showing also the last internal pick-up that will go out in the final post office pick-up.
- c. Mailroom Schedule. Schedule for clean-up of outgoing mail in the mailroom at least twice a day. Some routine items may be scheduled for once-a-day cleanout.
- d. After-Hours Mailing. Procedures for handling late outgoing mail for mailing outside the mailroom in postal facilities (any special handling in such cases).
- e. Delivery Time Charts. Charts showing elapsed work days for delivery during the week and over week-ends to major address points. Show delivery times for first-class mail, airmail, parcel post, third-class, and special handling.

4-3 EARLY MAILINGS

Where practical, local mailings should be released to the post office early enough to guarantee processing by the post office on the same day. Local mail managers should work out a cooperative arrangement with the post office, and should know local post office processing and dispatch schedules to avoid unnecessary delays of 12 to 24 hours within the post office.

4-4 STAGGERED SHIFTS

In some areas volume of mail and post office schedules warrant early or late hours in the mailroom. In such cases staggered shifts should be provided to keep mail moving before or after regular, local working hours. Where heavy Friday and Monday mail justifies it, a Saturday skeleton force should be used to prevent heavy backlogs of work.

4-5 PERSONAL MAIL

Personal mail shall not be handled in agency facilities. In most areas, personal mail should be mailed personally in post office facilities. Technical publications and other material related to FAA work are not considered personal

mail. It is the responsibility of immediate supervisors to counsel employees, who are receiving personal mail at their offices or facility, to have their mail sent to their home address.

4-6 SPECIAL HANDLING

Special handling service may be provided for special items covered by local orders, telegraphic priority messages which require delivery prior to the next scheduled messenger run, and for the rare occasions that documents or material are needed for a decision vital to agency policy.

4-7 MESSENGER ROUTES

Routes should be designed to minimize overlapping and assure that messengers travel a minimum distance in servicing necessary stops.

4-8 SORTING FORWARD

Mail picked up by messengers addressed to offices along the same route should be sorted and delivered en route when practicable.

4-9 DIRECT ROUTING

Routine mail will be delivered unopened and routed directly to the action office when practicable.

4-10 ROUTING GUIDES

Routing guides should be used when mailrooms route directly to more than ten elements. Review and update guides regularly.

4-11 TELEPHONE DIRECTORIES

Telephone directories list each organization group that has a routing symbol. This will permit direct routing of routine mail to the action office by routing symbol.

4-12 DIRECT DELIVERY

When practicable, direct routing and delivery from a central mailroom will be used. Secondary mailrooms will be used only when central mailroom operations cannot effectively service an area.

4-13 DIRECT POUCH MAIL

The direct pouch mail system is the surest, most secure and most economical way to get superior Postal Service mail deliveries. It insures the best and fastest delivery of mail. When practical, batch routine mail to one location in mail pouches and dispatch at least daily in time to

clear the city post office that day. The *U.S. Postal Manual* gives pouching standards. Messenger envelopes or plain envelopes or packages addressed by routing symbol may be used for pouch mail. Do not use full, standard mailing addresses on items for pouch mail because these items may be diverted into slower mixed public mailings.

4-14 WASHINGTON, REGION, AND CENTER DIRECT POUCHES

A direct pouch system is used for mail from Washington headquarters to regional headquarters and centers, and from regional headquarters and centers to Washington headquarters. Pouched mail is picked up daily by the post office from agency mailrooms usually after close of business. Pouches dispatched from the Washington headquarters mailroom are delivered to the regions and centers either overnight or within one workday of travel time; i.e., the Monday night pouch travels on Tuesday and arrives on Wednesday before the workday begins. In some cases it arrives overnight. Pouches mailed on Friday night arrive on Monday morning before the workday begins. Regional and center pouches to Washington are also received overnight or after one workday travel time. SF 65, messenger envelope, should be used in the pouch mail.

4-15 BUNDLING OR TRAYING MAIL

Where practical, outgoing mail should be arranged in zip code sequence. The sequence should be preserved for the post office by using trays or tying in bundles by state. Where volume is adequate, city or sectional center bundles should be tied. This bundled mail should be identified by facing labels provided by the post office. The Postal Service Manual gives mailroom standards for preparing large-volume mailings for expedited post office service.

4-16 DIRECTORY SERVICE

Directory service shall not be given to inadequately addressed third-class "junk" mail, circulars, miscellaneous printed matter, and mass-mailed items unsolicited by the agency.

4-17 MAILING LISTS

Necessary revisions to mailing lists shall be made at least once each year in order to eliminate waste of funds for improperly addressed or unwanted items. Include all name and address records used for mailing list purpose even though not maintained primarily as a mailing list. To reduce cost of list maintenance, use titles on mailing lists in place of personal names where practical. Key mailing list purge information should include: date of last purge; number of addresses on the purge list; the number of inquiries sent out; the number who asked for a change of address; quantity of material mailed; the number who failed to respond, and the number retained on the list who did not respond.

4-18 MAILROOM LAYOUT

Make mailrooms easily accessible to users and post office deliveries. Layout equipment to limit congestion, backtracking, and distances traveled within the mailroom. Where possible, provide a separate entrance and exit. Where possible, space should permit more than one person to work at a table, sorting racks, or other equipment. Layout should facilitate direct racking of incoming mail without extra handling steps.

4-19 "BAD ADDRESS" MAIL

Mailrooms will attach change-of-address forms to mail received with bad addresses, or stamp it as "bad address" mail. Addressees will use change-of-address forms to notify senders of correct addresses, including routing symbols, or to cancel unwanted mail. When address plates or labels are involved, attach a sample of the change-of-address card sent to the sender.

CHAPTER 5. GOVERNMENT MAIL IMPROVEMENT PROGRAM

5-1 GENERAL

The Government Mail Improvement Program requires that regional and center directors and the Office of Management Systems implement the mail standards given in GSA Bulletin FPMR B-22 and provide necessary training for mail preparers.

5-2 BACKGROUND

The National Archives and Records Administration (NARA) and the U.S. Postal Service have jointly developed mail improvement standards and training aids as part of a program to improve Government mail. The program is designed mostly to make letter-sized mail compatible with the high-speed, mail processing equipment of USPS. This action is essential to cope with rising mail volume and costs.

5-3 MAIL IMPROVEMENT COORDINATORS

a. Each regional and center director is required to name a mail improvement coordinator for the region or center. The Director of Management Systems will name a coordinator of the Washington headquarters.

b. Coordinators are responsible for implementing Government mail preparation guidelines, providing needed training, and preparing required reports.

c. The name, routing symbol, and telephone number of each regional and center mail improvement coordinator must be furnished to the Office of Management Systems, attention AMS-410.

5-4 TRAINING AIDS

a. Training aids will be provided by NARA and USPS for use by Government mail improvement coordinators.

b. Each coordinator is responsible for use of the training aids to instruct mail preparers in the new Government standards. The Federal Aviation Administration workshops are not required if monitoring shows that mail is being prepared according to standards.

c. The training aids include:

(1) Fifteen-minute movie showing mechanized USPS mail operations.

(2) Workshop list of 125 slides with a sound tape and instructor's script.

(3) Booklet, *Prepare with Care*, that covers the material presented in the workshop.

d. *Prepare with Care* booklets have been distributed to users of Order 1360.16, *FAA Correspondence Manual*. For most small mailing activities, such as field office and facilities, use of the booklet alone will give adequate guidance for correcting prepared mail. Workshop training will not be needed in these activities.

5-5 MONITORING MAIL

a. Regional, center, and any other mailrooms should monitor outgoing mail to insure that it meets the standards given in the booklet, *Prepare with Care*. Major emphasis is on correcting prepared LETTER-SIZE mail that can be machine processed by USPS. Letter-size mail ranges from a minimum size of 3 1/2 x 5 inches to a maximum of 5 3/4 x 11 1/2 inches.

b. Monitoring is most effectively done when outgoing mail is first picked up. Nonstandard letter-size mail should be turned back to the preparer at the pick-up point with notice that it does not meet Government Bulletin FPMR B-22, *Guidelines for Preparing U.S. Government Mail*. Complete conversion to standard mail may be a long-run effort, especially with computer addressed mail, or when forms or stationery supplies must be converted.

5-6 POSTAL CUSTOMER COUNCILS

Mail managers and mail improvement coordinators should work with their postmaster, customer relations representative, and local postal customer council. The councils provide a constructive dialogue between customers of USPS and postal management to improve service, make it responsive to customer needs, and to provide a local forum on postal affairs.

5-7 ADDITIONAL INFORMATION

For additional information, contact the FAA Mail Improvement Coordinator, AMS-410, telephone FTS 8-267-9896.

TABLE 6-1. USPS POSTAGE RATES TABLE

Type and Size	Class of Service	Unit Rate
ENVELOPES:		
SMALL — Up to 6.125" x 11.5" and 1 oz. or less	First-class	.22
NON STANDARD — Larger than 6.25" x 11.5," 1 oz. or less	First-class	.32
Weighing over 1 oz. and not over 2 oz.	First-class	.39
LARGE — Up to 11" x 13" and 2 oz. and not over 5 oz.	First-class	.73
ODD SIZE — Over 11" x 13" (5 - 12 oz.)	First-class	1.58
Over 12 oz. and not exceeding 2 lbs	First-class	2.40
POST CARD — Not less than 3.5" x 5" nor larger than 4.25" x 6"	First-class	.14
PACKAGES:		
SMALL — 2 to 5 lbs.	Priority	4.13
SMALL — 5 to 20 lbs	Priority	7.07
MEDIUM — 20 to 35 lbs	Priority	20.73
LARGE — 35 to 50 lbs	Priority	30.98
EXTRA LARGE — 50 to 70 lbs.	Priority	43.27
PACKAGES:		
SMALL — Up to 2 lbs	Fourth-class	1.89
SMALL — 2 to 5 lbs	Fourth-class	2.54
MEDIUM — 5 to 20 lbs	Fourth-class	5.15
LARGE — 20 to 35 lbs	Fourth-class	7.30
LARGE — 35 to 50 lbs	Fourth-class	9.56
EXTRA LARGE — 50 TO 70 lbs	Fourth-class	10.80
Nonmachinable surcharge for parcels weighing 35 lbs. or less*	Fourth-class	.90
*Parcels weighing 35 lbs. or less are normally machinable but are subject to a \$.90 nonmachinable surcharge if they meet any of the following conditions:		
Length — Over 34" — Books, printed matter and forms weighing over 25 lbs.		
Width — Over 17" — Unpackaged articles		
Height — Over 17" — High density parcels weighing over 15 lbs.		
Rolls or Tubes — Other conditions as described in 753 Domestic Mail Manual		
Parcels weighing 35 lbs. or less which meet any one of these non-machinable criteria must be recorded in the proper weight category and also the nonmachinable surcharge (\$.90) category.		

RATES AVAILABLE UNDER SPECIAL CIRCUMSTANCES

SPECIAL SERVICES*	Unit Rate
BULK THIRD-CLASS RATES (Permit required)	
Ordinary printed	12.5 Min. piece or .38 lb.
Bound printed matter qualifying for book & catalog rate	
FOURTH-CLASS	
Books containing no advertising	.69 each piece up to 1 lb. .25 each additional lb through 7 pounds .15 each additional pounds over 7 pounds
SPECIAL SERVICES	
Registered mail (Limit \$100 Postal Indemnity)	\$3.55
Certified mail	.75
Special delivery	3.15
Return receipts	.70
Insured mail (Limit \$50 Postal Indemnity) (3rd or 4th class only)	1.10
Mailing List Corrections	.15

*Special Service Rates are in addition to the regular postage rates.

ing amounts due for official agency mailings. In planning your mailings, select the most economical envelope size and type of postal service. The use of standard-size enve-

lopes is also an economy to USPS since it facilitates machine handling and hand sorting of high volume mail.

